

IN THE U.S. PATENT AND TRADEMARK OFFICE  
Patent Application Transmittal Letter

COMMISSIONER FOR PATENTS  
Washington, D.C. 20231

Sir:

Transmitted herewith for filing under 37 CFR 1.53(b) is a(n): ☒ Utility ☐ Design  
☒ original patent application,  
☐ continuation-in-part application

INVENTOR(S): David M. Payne et al

TITLE: Network-Based Technical Support And Diagnostics

Enclosed are:

☒ The Declaration and Power of Attorney. ☒ signed ☐ unsigned or partially signed  
☒ 5 sheets of drawings (one set) ☐ Associate Power of Attorney  
☒ Form PTO-1449 ☐ Information Disclosure Statement and Form PTO-1449  
☐ Priority document(s) ☐ (Other) (fee \$ )

CLAIMS AS FILED BY OTHER THAN A SMALL ENTITY				
(1) FOR	(2) NUMBER FILED	(3) NUMBER EXTRA	(4) RATE	(5) TOTALS
TOTAL CLAIMS	47 — 20	27	X \$18	\$ 486
INDEPENDENT CLAIMS	7 — 3	4	X \$80	\$ 320
ANY MULTIPLE DEPENDENT CLAIMS	0		\$270	\$ 0
BASIC FEE: Design (\$320.00 ); Utility (\$710.00 )				\$ 710
TOTAL FILING FEE				\$ 1,516
OTHER FEES				\$
TOTAL CHARGES TO DEPOSIT ACCOUNT				\$ 1,516

Charge \$ 1,516 to Deposit Account 08-2025. At any time during the pendency of this application, please charge any fees required or credit any over payment to Deposit Account 08-2025 pursuant to 37 CFR 1.25. Additionally please charge any fees to Deposit Account 08-2025 under 37 CFR 1.16, 1.17, 1.19, 1.20 and 1.21. A duplicate copy of this sheet is enclosed.

"Express Mail" label no. EL737389438US

Date of Deposit June 4, 2001

I hereby certify that this is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to: Commissioner for Patents, Washington, D.C. 20231

By Terri Walker

Typed Name: Terri Walker

Respectfully submitted,

David M. Payne et al

By

Steven R. Ormiston

Attorney/Agent for Applicant(s)

Reg. No. 35,974

Date: 6-4-2001

Telephone No.: (208) 396-2544